GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1866
ANSWERED ON:03.08.2000
ISSUING OF RESERVATION TICKETS BY RESERVATION CLERK
RAVINDRA KUMAR PANDEY

Will the Minister of RAILWAYS be pleased to state:

(a) whether any number has been prescribed for the reservation tickets to be issued by the reservation clerk while on duty so that the passengers may get their tickets easily within the stipulated period ;

(b) if so, the details thereof ;

(c) whether travel agents and touts get more than one ticket at a time in connivance with the reservation clerks whereas long time is taken to issue tickets to the passengers who are in queue ; and

(d) if so, the steps taken by the Government to check such malpractices ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVIJAY SINGH)

(a) & (b): The number of transactions dealt with by an operator depends on the nature of transaction being handled at that counter, such as issue of normal tickets, against credit cards, blank paper tickets, group tickets, military warrants, etc. A s such, limit prescribing the minimum number of requisitions to be handled at each of these counters has not been fixed. However, at a counter where normal tickets are issued, 120 requisitions per shift are expected to be handled.

(c): As per extant instructions, normally one ticket is issued at a time. However, more than one tickets are also permitted at a time if it is for onward/return/multi-lap journey of the same party. This is applicable both for general public as well as agents authorized by the railways.

(d): Surprise checks are conducted from time to time to check the malpractices in reservation. Any violation of instructions is viewed seriously and suitable action is taken against the staff found guilty.